# Online Complaint Management System

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## Brainstorm & Idea Prioritization Template

Reference: https://www.mural.co/templates/brainstorm-and-idea-prioritization

## Step-1: Team Gathering, Collaboration and Select the Problem Statement

Problem Statement Selected:  
Citizens face difficulties in lodging complaints about public services due to lack of accessible, responsive, and transparent systems. Government officials struggle with managing complaints efficiently because of disorganized and manual workflows.

## Step-2: Brainstorm, Idea Listing and Grouping

Citizen-Side Ideas:  
- User-friendly web portal and mobile app for complaint registration.  
- Real-time complaint tracking system.  
- SMS/email notifications for status updates.  
- Anonymous complaint lodging option.  
- Complaint categorization by department.

Authority-Side Ideas:  
- Dashboard for complaint assignment and tracking.  
- Escalation mechanism for unresolved complaints.  
- Analytics to identify common issues and trends.  
- Auto-reminders for pending complaints.  
- Role-based access for different departments.

## Step-3: Idea Prioritization

High Priority (Quick to implement, High Impact):  
- User-friendly complaint portal.  
- Dashboard for tracking and assignment.  
- Notifications for complaint status.

Medium Priority (Requires integration, Moderate Impact):  
- Escalation workflow.  
- Categorization and departmental routing.  
- Role-based access control.

Low Priority (Long-term, Advanced Features):  
- AI-based complaint analysis and pattern detection.  
- Sentiment analysis of complaints.  
- Chatbot for complaint registration.